

Revised 12/2011	ARIZONA OFFICE OF THE ATTORNEY GENERAL POLICY & PROCEDURE	NO. CO-1
SUPERSEDES 6/2011		SHEET 1 of 3
SUBJECT: PUBLIC INFORMATION REQUESTS		FILING INSTRUCTIONS (Guidelines & Procedures Manual) Section: Communications As item: CO-1

The Purpose of this guideline is to ensure that information is provided to the public in a timely fashion, consistent with A.R.S. 39-121 and A.R.S. 39-121.01.

I. GUIDELINE

In accordance with A.R.S. §§ 39-121 and -121.01 and Arizona case law, all work related records of this Office, regardless of format, are presumed to be public records. However, various confidentiality laws and privileges may apply to certain records or parts of records. Public records not protected from disclosure will be made available upon request.

II. PROCEDURES

- A. All requests to review/receive public documents that are received by any employee of the Attorney General's Office, other than media requests, shall be routed by the employee to the Administrative Services Division, Human Resources in box (humanresources@azag.gov). (Due to the complexity of records issues, all CPA/CIC requests will be processed directly through that section. CPA/CIC will notify Human Resources when a request has been received as well as when the request has been completed.) If an employee who originally receives a public records request is not the appropriate person to complete the request, the Director of Administrative Services will designate a qualified person in the most appropriate Division/Section as the point of contact for the request. The designated point person will coordinate the review of the request, the production of any documents pertaining to the request and the release of the documents requested. Once all of the documentation is gathered and released to the requestor, a record of the request and released documents will be sent by the point of contact to Administrative Services. Administrative Services will maintain these aforementioned documents on file within the Administrative Services Division.
- B. Upon receipt of a written request to review/receive documents, a staff member shall notify his/her Section Chief or manager of the materials requested. The requestor will be asked to fill out the REQUEST FOR PUBLIC INFORMATION Form, which is located below and on the LinkAG Intranet (<https://linkag.azag.gov/index.pl?id=67132&isa=Category&op=show>). Please note that although we can ask the requestor to supply his/her contact information, we can only

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require what is necessary to contact the person to arrange a viewing of it or to mail or fax the information. A sample of the form is attached to this guideline. When possible, an appointment should be made with the requestor, particularly if the request involves archived materials or a large number of documents. A phone call can be an option to clarify a request, discuss time lines; etc Walk-in requests will be accommodated, if at all possible. Should a requestor ask to view data maintained in a data system on-line, this issue must be looked at on a case by case basis. Any time original records or data systems are to be viewed, an AG employee must be present with the requestor when he/she is viewing it.

- C. If copies are requested, the first 20 pages shall be provided free of charge. Except as provided in A.R.S. 39-122, additional pages are assessed at the rate of 25 cents per page. If the records request involves records being supplied via a cd or other medium, it shall be provided at \$10 for a CD and or DVD. A breakdown of the cost will be forwarded to the requestor with directions concerning where to send the check. Once the check is received the package will be released.
- D. A record of the requests and actions taken will be kept by Administrative Services Division, Human Resources Section. This record will include the Name of the Requestor, Date the Request was sent and Date the request was received here (. It will also include a brief description of the documents requested and the results of the request (i.e. the number of copies provided, if any, and the cost for those copies). This information will be kept using the "Footprint" system.
- E. All information requests from the media shall be referred to the Public Information Office, which shall coordinate the copying and release of the documents requested. The same procedures from above apply, except that requests will be routed through the Public Information Office. Once the documents are prepared and released a copy of the public information records released will be forwarded to Administrative Services to be kept on file.
- F. Copies of requests will be kept in a central file maintained by Administrative Services. If the information provided in response to the request involves a large amount of paper, it will either be scanned onto a CD or if it is accessible via the website, the web address will be included in lieu of the actual paper copies.

REQUEST FOR PUBLIC INFORMATION

In accordance with A.R.S. § 39-121 and A.R.S. § 39-121.01, all documents housed in the Office of the Attorney General, are considered to be public record, and are to be made available for public inspection upon request. However, various confidentiality laws and privileges may apply to certain records or parts of records. Public records not protected from disclosure will be made available upon request.

Date:

Name of Requestor:

Address:

Phone Number:

Fax Number:

E-Mail Address:

Please describe, in detail, the information requested and its intended use:

This information is for my personal use and I will not use this information for commercial purposes: ☐

Requestor Signature:

FOR OFFICE OF ATTORNEY GENERAL USE ONLY

Received by:

Signature

Date Received:

Forwarded to Responsible Division:

Section Chief or Division Chief

Date Forwarded:

Request Completed by:

Signature

Date:

Copy to Administrative Services:

Signature

Date:

Invoice Sent¹ for \$_____/from PCA #____ by:

Signature

Date:

Material Mailed to or Picked Up by Requestor:

Date:

Date of Request:

Name of Requestor:

¹ Only the first 20 pages will be provided free of charge. Any additional pages/copies will be provided at a price of 25 cents per page. DVD or CD copies will be provided at a price of \$10.00.

REQUEST FOR ELECTRONIC DATA SHARING/ACCESS TO AGO DATA*

Date:			
Name of Requestor:			
Address:			
Phone Number:		Fax Number:	
E-Mail Address:			

Please note that much of the information the AGO has on paper and in electronic format comes from our clients. In those instances, the AGO alone cannot decide whether to disclose information that came from our clients or because of work for our clients. Any such disclosure may well be governed by data sharing agreements that the clients have with others or that the AGO has with the client.

Describe who wants this information and cite their legal authority for obtaining the requested data.

Describe what exact data is being requested, in what format (paper, electronic, etc.), and whether this is a one-time request or if the request is for recurring time frames; if recurring, please specify.

What is the method of delivery?

Specifically, what is the data's intended use and is the intention to disclose this information secondarily; if so, to whom?

What is the security plan for the data?

The acceptable data retention period, method of data destruction and method of communication that data was destroyed.

Requestor's background information.

- ☐ Acceptance of disclaimer requestor understands that the data will not be forwarded.
- ☐ Acceptance of disclaimer that the data will not be used for commercial purposes.
- ☐ Acknowledgement that AGO will be immediately informed of any data loss or compromise.

Please check the boxes above agreeing to the conditions of this request and sign the form below to indicate your understanding of these conditions.

Requestor Signature:

FOR OFFICE OF ATTORNEY GENERAL USE ONLY

Received by: <small>Signature</small>	Date Received:
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Forwarded to Responsible Division: <small>Section Chief or Division Chief</small>	Date Forwarded:
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Request Completed by: <small>Signature</small>	Date:
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Copy to Administrative Services: <small>Signature</small>	Date:
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Invoice Sent for ² \$ _____ /from PCA # _____ by: <small>Signature</small>	Date:
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Material Mailed to or Picked Up by Requestor:	Date:
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*Some requests for data/information may necessitate further requirements, as determined by AGO ISS Section

² Only the first 20 pages will be provided free of charge. Any additional pages/copies will be provided at a price of 25 cents per page. DVD or CD copies will be provided at a price of \$10.00.